**FRIENDS AND FAMILY TEST RESULTS**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: DEC 2023**

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| **Q1** | **We would like you to think about your recent experience of our service.**  **How likely are you to recommend our GP practice to friends and family if they needed similar care of treatment?** | Very Good | **387** |
| Good | **98** |
| Neither | **20** |
| Poor | **12** |
| Very Poor | **14** |
| Don’t Know | **1** |

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| --- | --- |
| **Q2** | **What was good about your visit?**  Signing in was easy, I was seen quickly by the nurse for my blood test and I was also seen promptly by the Dr who was patient, listened to my issue and concerns asked questions and examined, followed by confirming my suspicions and prescribing medication. They also followed up on a referral I have been waiting for. Great service today  Been often and this time was as good as always  Seen on time. Doctor excellent  Friendly staff and on time with appts  The young lady who took my blood and blood pressure was very empathetic and kind  I actually managed to get an appointment, which is unusual. The doctor I saw was brilliant, very thorough and caring  Spoke to reception who promised to contact me about an appointment for chest infection.  Reception did not get back to me and when I enquired about this everyone was in denial and didn't want to help  Saw the nurse and doctor today. The nurse gave a diagnosis confirmed by the doctor, who prescribed medication to resolve. Delighted  In and out within 10 minutes, seen Doctor, made new appointments and booked blood tests  Spot on appt times and friendly staff  One doctor working extremely hard  Promt on time. Very good service  The Surgery is as far as I am concerned EXCELLENT  Professional and reassuring for wound check following recent op. Thank you  Quick easy self check in with receptionists all busy with answering phones and seen promptly by the nurse for bloods to be taken. In &amp; out of the surgery in a flash leaving me to continue on with a busy day  Quick examination resulted in diagnosis  Was freindly helpful listened put mind at rest  Polite staff, was seen early and not a painful experience  First class staff. Friendly and helpful  Caring staff, listened at an extremely difficult time  Efficient and courteous reception ladies and excellent doctor  Staff were polite, friendly and very professional  Dr professional & has time for patients unlike some at the surgery  Extremely professional . Kind and helpful  On the day appointment which was totally unexpected  The doctor called us, so we didn’t have to call ourselves. Very helpful and considerate  I have never had a problem with the surgery, excellent  Very through. Listened . Checked all necessary concerns. Very knowledgeable and re assuring  Staff mostly helpful Do find questions asked by Care Navigator intrusive at times  Everyone was professional friendly and demonstrated superb expertise. It’s very reassuring to be looked after by brilliant clinicians. Thank you  I was very grateful to get an appointment at short notice and be reassured by Dr. in her usual friendly and efficient way  Nurse was careful and treated ne with respect. She called in a Nurse for a second opinion and all was well  Staff very efficient, doctor very good  Reception were very helpful prompt help when needed  Excellent treatment from friendly staff  On time. Very helpful and understanding consultation  The receptionist was very helpful and pleasant  Dealt with kindly and thoroughly. Doctor really cared |